eLearning - MOBILE APPLICATIONS

User/Learning Application ; Workplace Observation (Assessor) Application

- User Manual - USER/LEARNING Application
  - Introduction and Device Specification
  - Access to the Learning Application
  - Login and Menu Items
  - How to Clear Application Data
- User Manual - Workplace Observation Application
  - Introduction & Device Specificaiton
  - Access to the Workplace Observation Application
  - Functional Specification
  - Assessment settings
  - Settings definition
  - Link an Assessor / Moderator to an assessment
  - Give Assessor / Moderator access to all assessments
  - Login and menu items
  - Employee Assessment
  - Employee Attempts
- Quick Reference Guides and Practical Exercises
- Minimum OS Support for Signify Learning Mobile Apps

User Manual - USER/LEARNING Application

How to work with the User mobile application.

Introduction and Device Specification

Introduction

The **Signify Learning app** is used by end users to access the Signify Learning Portal and allows for some content to be downloaded to the devices and accessed in off-line mode. This app is available for Android and iPhone devices.

The Learning application can be downloaded from Google Play Store and iOS App Store.

Device Specification

- Minimum O/S: Android 4.4 or higher
- Memory: minimum of 512 MB, 2 GB recommended.
- Storage:
- For O/S: between 850 MB and 1.2 GB
- For app: 40 MB (without content)
- (Currently APK is 11 MB without DB)
- Minimum Resolution: 360 x 640 pixels or higher.

Access to the Learning Application

- The application can be Installed from The Play Store on the Android device and the iOS App Store on Apple devices.
- The application can also be updated from the App Store if and when required.



Login and Menu Items

To log in to the learning application the user requires a username and a password. This is the same username and password that the user uses to access the Signify LMS on a web browser.

> Note: For first time login the user will require a company key. This company key will retrieve the theme from the LMS. Once the device has retrieved the theme from the LMS system the user will not be required to enter this key again unless the user would like to use a different theme or a new install of the application.

> Tip: If you cannot remember what your company code is contact your system administrator or Signify support and we will assist you.

Enter **Username, Password** and **Company Key** then click on **SIGN IN**.



When the user logs in to the system the will be greeted by a popup page explaining how to dismiss notifications. To dismiss notifications, simply tap & swipe them to the right. Click on the **CLOSE** button to continue.



Home Page

The first page of the application is the Home page.

Here the user can do the following:

1. Access the other pages of the application by Selecting the Hamburger button.
2. Sync the application with the LMS system.
3. View when the application was last synced.
4. Notifications from the LMS system like:

1. Leave requests.
2. Birthdays.
3. Work anniversaries.

Tip: It is always a good idea to sync the application to the LMS when something has changed on the LMS.



Select the Hamburger icon to view all the menu items



My Details

On this page the user will be able to change basic information and the profile image of the user.

The user will be able to edit the following:

1. The profile picture.
2. First Name.
3. Surname.
4. Cell Number.
5. Email.

Select the Hamburger button to navigate to the next page.



My Achievements

On this page the user will be able to view their learner records, badges, Qualifications and more.

Use the tabs at the top of the screen no navigate to the relevant section:

1. Badges.
2. Courses.
3. Qualifications.
4. Programmes.
5. Units.

Badges

Here the user can view their training level and the badges and badge points that they have received on the LMS system.



Courses

On this page the user will be able to view their learner records achieved as well as the Start date, End Date, Completed Status, Competent Status, Points Achieved, Score Achieved per learner record.

If the learner record has a badge linked to the record the badge image will be displayed.

The user will also be able to download a certificate if it is available.



Qualifications

On this page the user will be able to access their qualifications achieved on the LMS system.



Programmes

Here the user will be able to view their Programmes on the LMS system.



Units

The user will be able to access their Unit Standard awarded by the system.



Learning Portal

In this section the user will be able to access and complete pathways that they have access to on the LMS portal.

A user will also be able to download a pathway for offline use.

Warning: The following steps **cannot** be accessed **offline** and requires an internet connection:

- Assessment (Online)
- Assessment (Practical)
- Assignment (Upload Document)
- Catalogue
- SCORM, xAPI
- User Message
- Workshop (Event)

Information: The following steps can be access when the pathway is downloaded and the device is offline:

- Acceptance
- Comment
- Certification Point (When the pre-requisite is one of the offline steps)
- Document (Download)
- Learning Guide
- Movie
- Zip Folders (html content)

Users are able to do the following on the Learning Portal page:

1. Change the view of the courses from a list view to a category view.
2. Search for learning content.
3. Choose different learner categories.
4. Filter the learning content.
5. Download pathways for offline use.
6. Mark the learning pathway as a favorite.
7. Share the learning content.
8. Rate and comment on learning content

Tap on a pathway or category to open the content.



When returning to a pathway you will be asked if you would like to **CONTINUE** where you left of or if you would like to **RETURN** to the start.



If you are starting a new pathway or return to the start of an pathway you will be displayed a summery of the pathway and the the status of the pathway steps.

Click on the **START** button to access and complete the pathway.

Note: Screenshots that are taken with the user's mobile device can be blocked when they use an Android device. The Screenshots **cannot** be blocked when the user uses an iOS device.



You can navigate between the steps in the pathway by swiping left or;

1. Selecting the step number or;
2. using the the arrow buttons or;
3. using the drop down to select the pathway step you want to navigate to.



Tip: Select the hamburger icon for more options.





The **End of Pathway** step is always located at the end of a pathway. This step displays a summery of pathway steps that are not completed. You will also be able to rate the pathway on this step.



Note: When using the application offline the step status/progress will only be updated to the LMS when you device has access to the internet and is synced to the LMS.

How to download a pathway?

To download a pathway click on the download icon.



The download icon of the pathway will change to indicate if a pathway is available to use offline.



Sign Out

The last menu item is to sign out of the application. Select the **SIGN OUT** button to sign out of the application.



How to Clear Application Data

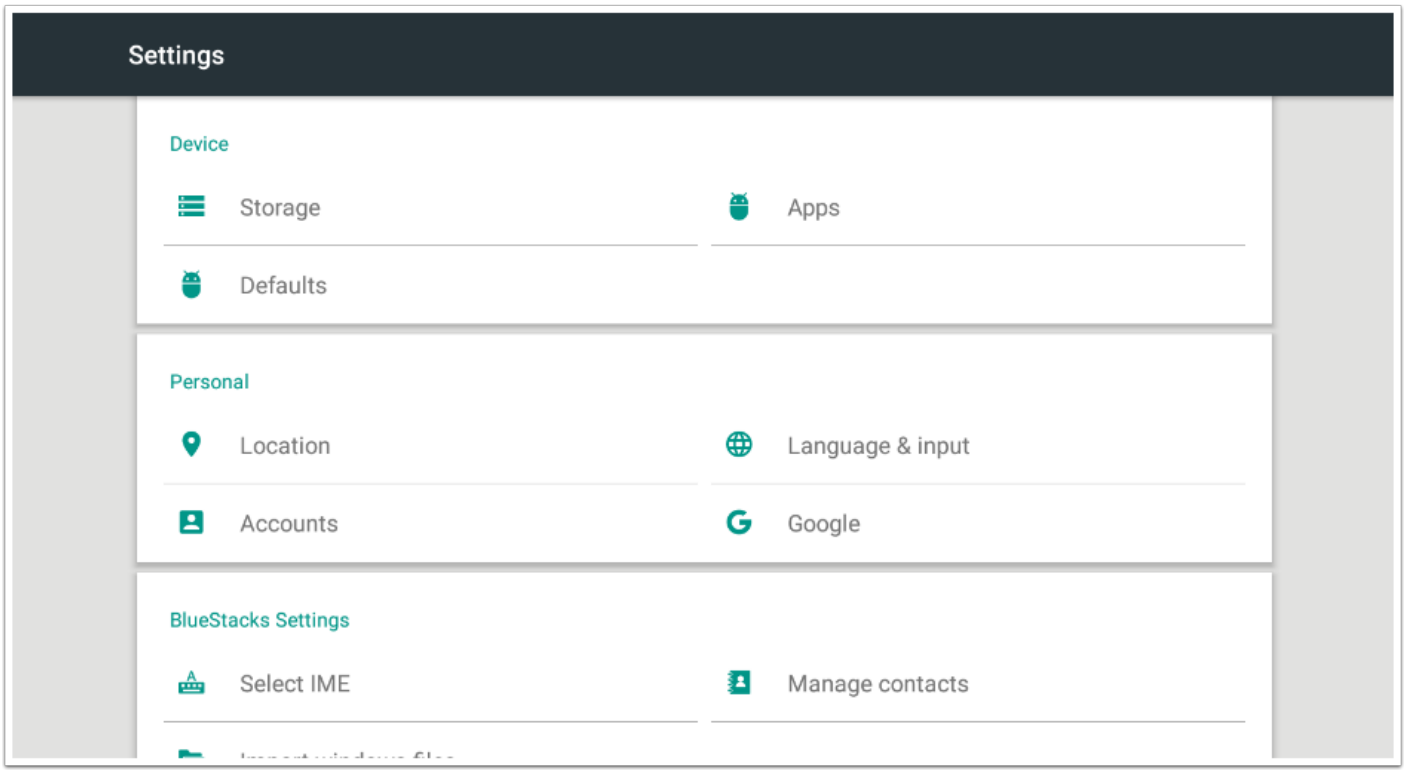
In this article we will discuss how to clear the application data of the mobile application.

The main reason why you would like to clear the application data is if you would like enter another company key to change the application theme.

The instructions in this article only applies to **Android** devices.

Note: Because of the amount of android versions available and all the different devices the steps to clear the application data on your device may very on your device.

Navigate to your device settings



Then navigate to the **Apps** menus in your settings



Scroll to the Signify Application and select it.


Zoom:

Now click on **Storage**.


Zoom:

Select the **CLEAR DATA** button.


Zoom:

When you are asked are you sure you would like to delete app data select **OK**.



Your app data has now been cleared. When you launch the application again it will ask for a company code.

User Manual - Workplace Observation Application

How to work with the Workplace Observation (Assessor) Application.

Introduction & Device Specificaiton

Introduction

With this new functionality, it is possible for assessors to conduct practical assessments on-site by using a mobile device. The results of the assessments are synced back to the LMS system.

Device Specification

- Minimum O/S: Android 4.4 or higher
- Memory: minimum 512 MB, 2 GB recommended
- Storage:
  - Between 850MB and 1.2 GB for O/S
  - For app: 70 MB
  - For app database: 100 MB
- Minimum Resolution: 360 x 640 pixels or higher
- 7 inch or bigger screen size recommended
- Confirm that the device is rated for use in the environment where you propose to use it.

Access to the Workplace Observation Application

- The application can be Installed from The Play Store on the Android device Signify Workplace Observation.
- The application can also be updated from the Play Store if and when required.
- Click here to download the application.

Functional Specification

- Download new assessments while assessor has access to the LMS system (requiring access to the network).
- Assessor can do assessments on downloaded assessments while they do not have access to the LMS system.
- Assessor synchronise assessment results back to the LMS when they have access to the LMS system again.

Assessment settings

Path: *Modules* | *e-Learning* | *Learning Management* | *Assessment Builder* | *Assessment List* | *Assessment Detail*

Assessments can either be imported with the correct settings or the settings may be updated after the assessment has been imported.

Existing assessment can also be updated to display on the mobile device with the required additional settings.

On the Assessment Detail page scroll down to the Mobile App Settings, a setting is available that will allow the assessment to be displayed on a mobile device:



When ticking the checkbox, the mobile app setting options are displayed:



Select the required settings applicable to your assessment requirements. Save the selected settings.

The selected fields above will be mandatory fields, the assessment cannot be finalised unless all fields have been completed.

Diminishing questions assessments are not catered for on the mobile assessment application.

Settings definition

Requires photo	The assessor is required to take a photo of the employee being assessed. Use the mobile device to take a photo of the employee being assessed.
Requires Employee Signature	The employee is required to sign off the assessment after the assessment has been completed but before the assessment can be marked as done.
Requires Assessor Signature	The assessor is required to sign off the assessment after the assessment has been completed but before the assessment can be marked as done.
Requires GPS Coordinates	The assessor has to log the GPS co-ordinates of where the assessment is being conducted. The mobile device location is used to log the GPS coordinates.
Show Question Section Splash Screens	Displays question introduction page
Requires Employee Comment	The employee is required to capture a comment on the mobile device after being assessed.
Requires Assessor Feedback	The assessor is required to capture a comment on the mobile device after assessing the employee.
Requires Declaration of Outcome	The assessor is required to capture a comment with regards to the outcome of the assessment.
Requires Assessment Outcome	The Assessor has to indicate if an employee has been found competent or not yet competent – regardless of the assessment score.

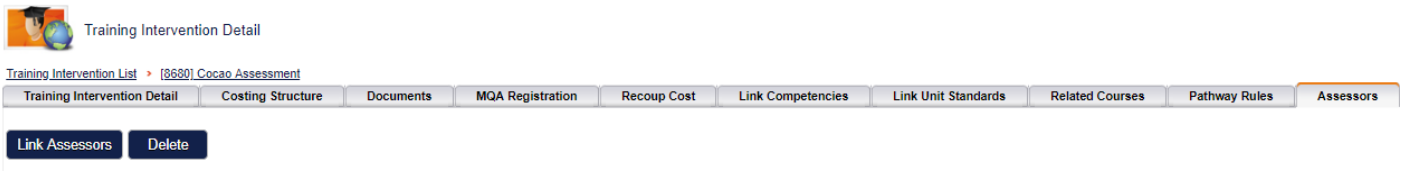
> **Note:** When assessments are marked to no longer be visible on the mobile device the mobile device’s data has to be cleared to ensure that the assessment is no longer visible on the device.

Link an Assessor / Moderator to an assessment

Path: *System Administration* | *Database* | *Training Interventions*

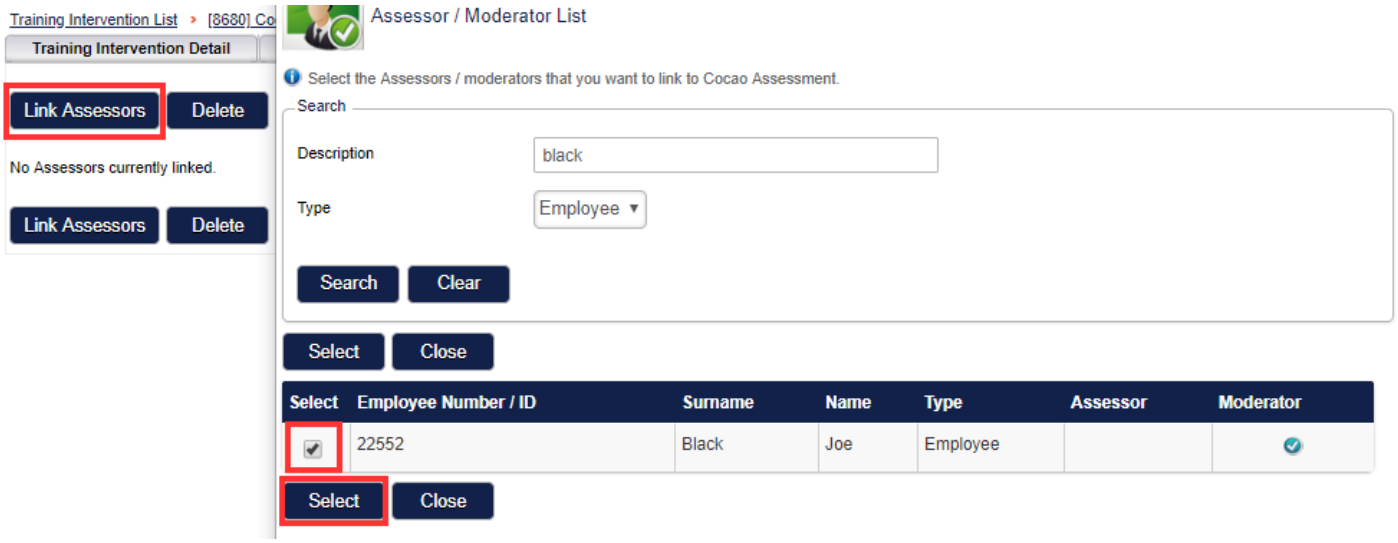
Open the training intervention linked to the applicable assessment.

Click on the Assessors link to link an Assessor to the assessment.



Click the **Link Assessors** button to open the Assessor / Moderator List.

Select the required employee and click **Select** to link to the applicable assessment.



When logging into the mobile app the employee will be able to access the assessment as the employee has been linked to the assessment as an assessor.



Give Assessor / Moderator access to all assessments

Path: *System Administration* | *Database* | *Assessors / Moderators*

If an Assessor or Moderator should have access to all assessments, and not only assessments that the assessor has been linked to, a setting is available to give the user access to all the assessments that has been marked as “visible on mobile app”.

The setting will allow the assessor/moderator access to all published assessments on the system that has been marked as “visible on mobile app”.

*Tick the **“Allow view/selecting of other assessments on the mobile app**” tick box to give the assessor access to all assessments.*

Save any changes made.

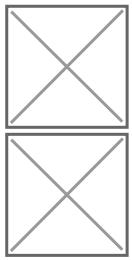


Login and menu items

The assessor is required to enter a Username and Password, this username and password is the same as the username and password used to login to the Signify System.

NB: It is very important that an assessor must log out of the application after completing the assessments for the day.

Enter **Username** and **Password** and click **LOGIN**. The application menu items will display on the landing page:



Menu Items Functionality:

Menu Item:	Description:

d3bb4f96011f91ae6a471e58ff795ef8107277b4.jpg?1566194267	• The most recent employee and assessments details are synched from the system to the mobile device. • The most recent employee data and assessments are synced to the mobile device automatically every time a user logs into the mobile device this is however dependent on internet access. • Although no internet access is required to perform the assessment on site, the Assessor/Moderator must ensure that the latest employee data and assessments are synced to the mobile device, prior to conducting the assessments as internet access is required to perform the sync action. The Assessor will not have access to the latest employee or assessment data if the data have not been synced. • When clicking the **“Retrieve latest assessments and employees”** button the user’s Subgroup will be displayed. The user may click on the applicable subgroup to retrieve the latest employee information. The data may take a while to sync.
71a4f8f5f174e2479d9278fe0b76e93371f74069.jpg?1566194272	• The assessor can access all employee assessments attempts from here. • The assessment statuses are displayed. • The assessor can also remove assessments attempts after it has been synced to the LMS System. This is a manual action, the assessor can do this to free up space on the mobile device after attempts have been synced. Click **“Remove synced attempts”** to delete all synced attempts. • By clicking “Add New” the assessor is navigated to the assessments page.
0a479e7bb30e3556f87ddc39383a54d8366af970.jpg?1566194278	• The Assessor access the assessments from this menu item. • The latest assessments may also be downloaded from here. • The assessment statuses are displayed.
5618d108bba8e0086cf6694f7ce425240cfa886d.jpg?1566194286	The assessor can navigate to the Signify System LMS Portal page by clicking the LMS web button.

Employee Assessment



When the sync process is complete the assessor may start with the assessment process.

No Internet access is required to perform the assessment on site. Internet access is however required to sync completed assessments back to the LMS system.



Take note of the assessment status only assessments with the green radio buttons are available offline.

Click on the required assessment, and select the applicable option:



Click **“Create new attempt”** to start a new assessment attempt, alternatively click **“Download new version”**, to download the latest version of the assessment, keep in mind that internet connection is required to perform this action.

The **“Create new attempt”** option can also be utilised to ensure that questions are randomised if the assessment has been created to limit the number of questions to be directed at the employee. The question order must also be set to zero.

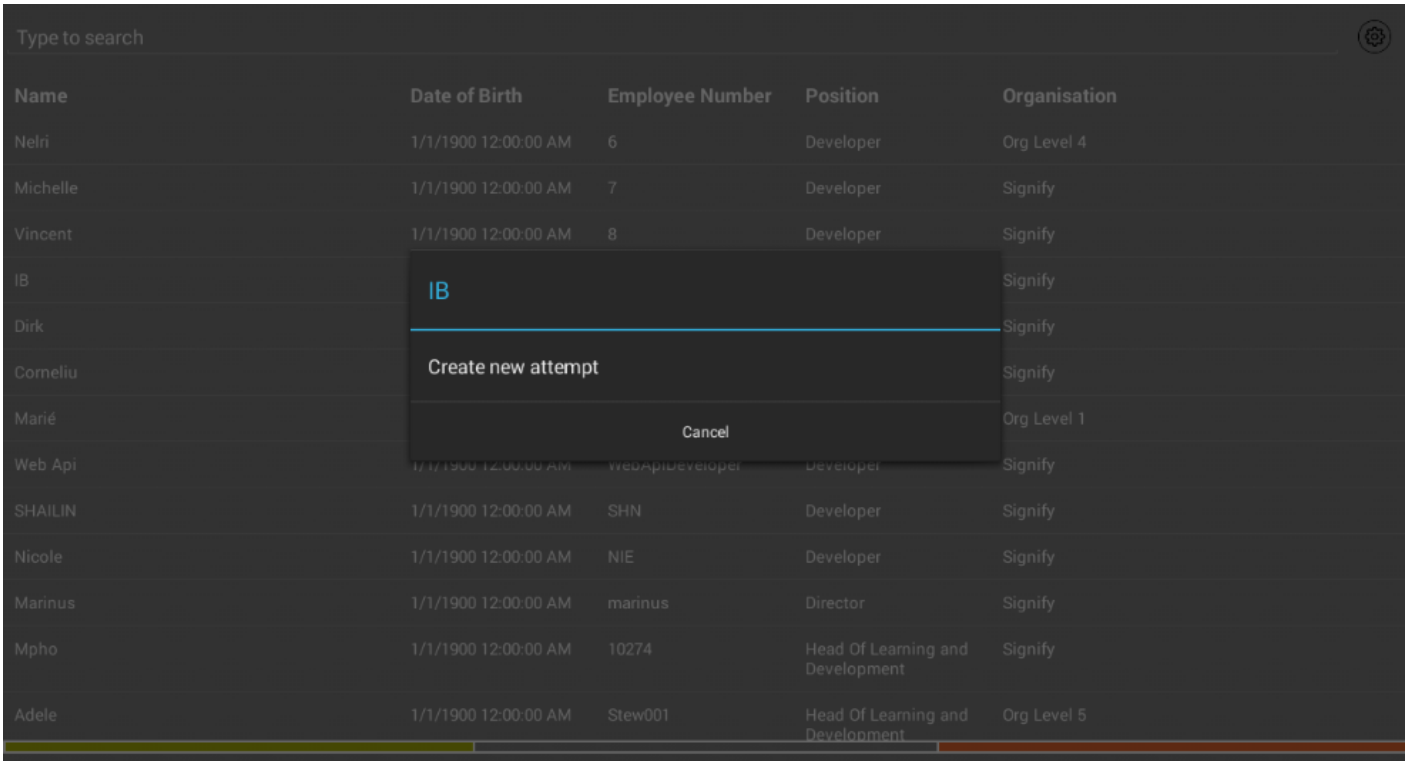
When clicking **“Create new attempt”** a list of all employees the assessor has access to is displayed.



The following search criteria is available to easily locate employees appointed in a specific Position or Organization, click the button in the top right corner to access the search settings:



When you have located the applicable employee click **“Create new attempt”** or cancel to select another employee.



The assessment process may now begin.



Information with regards to the assessment is displayed and instructions are given at the bottom of the page.

If you have indicated that the GPS co-ordinates is required, the mobile device’s location settings must be switched on. Click **“Get GPS”** to get the GPS co-ordinates of where the assessment is being conducted. The GPS con-ordinates will be displayed at the bottom of the page.

Answer all the assessment questions and capture comments where required. Click in the comments section and type your comments.



You can access the question list by clicking the button in the left top corner. The list will display all questions in the assessment. Questions that are underlined have been answered and the questions not underlined have not been answered.



At the end of the assessment, if the applicable item was selected, the employee and the assessor will be required to sign off the assessment. Click on Employee Signature / Assessor Signature and sign in the block provided to capture the signatures of both parties involved in the assessment process.



Click **“View Completed Assessment”** to view the assessment transcript (see image below).

Click **“Done”** if you are ready to finalise the assessment.

The system will display a warning message if all questions / comments have not been answered.



Click **“Done”** to save the assessment. The assessment can be synced when the assessor has access to the internet.

Click **“ok”** to continue.



Employee Attempts



Click **“Employee Attempts”** to access all employee assessment attempts.



If an assessment was started but has not been completed the assessment can either be restarted or the assessor may continue with the assessment that is in progress. The answers and comments of the questions that have been answered are saved and will display when continuing with an assessment.

Click the **“Restart assessment”** to restart the entire assessment.

Click **“Continue assessment”** to continue with an assessment that has not been completed.



Note: When continuing with an assessment you will notice that only the answers and questions are saved the GPS co-ordinates and employee photo data is not saved, this will have to be redone.

Click the Synch button to sync the completed assessment attempts back to the LMS system, this action requires access to the internet. The Sync button is available on the bottom right corner.

The synced attempts will display with a blue radio button.



Assessments are not marked on the app, scoring is still done on the LMS system. The assessment score will thus only be available after the sync is complete.

The date entry on the Learner Record will be the date that the assessment was synced to the system. The date stamp is determined by the server and not the date on the mobile device as this can be manipulated.

On the employee attempts list the assessment transcript can be viewed by clicking on the applicable assessment, click **“Open Results”**. A copy of the transcript can also be saved to the system by clicking on “Save a copy”, this will be saved under the documents tab on the employee’s profile.

The transcript can be developed according to the client’s requirements at an additional cost.



When an assessment has been synched but not yet removed an assessor will not be able to redo the same assessment for the same employee again. The following screen message will be displayed.



When the assessment has been synced back to the LMS system the results can be accessed on the LMS system.

Path: *Modules* | *Manage employees* | *Employee Record* | *Employee Development* | *Learner Records*

A learner record has been created for the completed assessment.

Actions	Schema	Training Type	Title	Start Date	End Date	Completed	Competent	Score	Provider	Credits	Delete
Action	Company	Training	Emergency Preparedness and Response_Formative Assessment	2019/01/25	2019/01/28	Yes	Yes	100		0	☐

The competency as well as the assessment score is displayed.

The employee’s competency is determined by the pass rate stipulated on the assessment details, the competency status displayed on the learner record is not linked to the declaration of outcome indicated on the assessment by the assessor.

The assessment can be accessed via the employee’s list of assessments.

Path: *Modules* | *Manage employees* | *Employee Record* | *Employee Development* | *Assessment List*



The assessment details (assessment transcript) may also be displayed from the LMS Portal. This is the same transcript that is displayed on the mobile device.

Action	Assessment Name	Start Date	End Date	Invigilator Name	Invigilator Number	Total Attempts	Competent	Completed	Score		
									%	Raw	Max
View Details	Emergency Preparedness and Response_Formative Assessment	2019/01/25	9999/12/31			1	Not Yet Competent	Not Completed	0	0	0
View Details	Emergency Preparedness and Response_Formative Assessment	2019/01/25	9999/12/31			2	Not Yet Competent	Not Completed	0	0	0
View Details	Emergency Preparedness and Response_Formative Assessment	2019/01/25	2019/01/25			3	Not Yet Competent	Completed	27.78	5	18
View Details	Emergency Preparedness and Response_Formative Assessment	2019/01/28	2019/01/28			4	Competent	Completed	100	18	18

Quick Reference Guides and Practical Exercises

COMING SOON....



Minimum OS Support for Signify Learning Mobile Apps

The **Signify Learning Application** is designed to provide an exceptional learning experience on mobile devices. The following outlines the minimum operating system (OS) requirements for **iOS** and **Android** applications to ensure optimal performance and access to the latest features.

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iOS Minimum OS Requirements:

- **Supported iOS Versions:**
  The Signify Learning Mobile App supports **iOS 15.0** and later versions. Users are encouraged to update to the latest stable iOS release to ensure compatibility with new features and security enhancements.
- **Device Compatibility:**
  The app is compatible with the following iOS devices:
  - iPhone 6s and newer
  - iPad (5th generation) and newer

Android Minimum OS Requirements:

- **Supported Android Versions:**
  The Signify Learning Mobile App supports **Android 8.0 (Oreo)** and later versions. For the best experience, it is recommended to update to the latest stable Android version.
- **Device Compatibility:**
  The app is compatible with most Android devices running Android 8.0 and above that meet the following criteria:
  - Minimum 2GB of RAM
  - 1.5GHz Quad-core processor or equivalent
  - Available storage of 100MB+ for installation

General Notes:

- **Updates and Deprecation:**
  The Signify Learning Application will continue to support the listed iOS and Android versions for at least two years from their release. After this period, older OS versions may no longer be supported or receive updates.
- **Network Requirements:**
  A stable internet connection is recommended for syncing progress, and using real-time features.
- **Beta and Custom OS Versions:**
  The app is not supported on beta or unofficial OS versions. Users on such versions may experience compatibility issues.